

# WE ARE A PART OF YOUR HEALTH CARE FAMILY AND WE EACH HAVE A ROLE TO PLAY

## Alliance Member Responsibilities and Rights

If you need help reading this document or would like a different format, please call Member Services at 510.747.4567

Si necesita ayuda para leer este documento, llame a Servicios al Cliente al 510.747.4567

假如您看不懂本文件，需要協助或其他語文版本，請致電會員服務部，電話 510.747.4567

Nếu quý vị cần giúp đỡ đọc tài liệu này, xin gọi ban Dịch Vụ Hội Viên tại số 510.747.4567



**As a member of Alameda Alliance for Health (Alliance), you have certain responsibilities.**

### ALLIANCE MEMBERS HAVE THESE RESPONSIBILITIES:

To treat all the Alliance staff and health care staff with respect and courtesy.

To give your doctors and the Alliance correct information.

To work with your doctor. Learn about your health, and help to set goals for your health. Follow care plans and advice for care that you have agreed to with your doctors.

To always present your Alliance Member Identification Card to receive services.

To ask questions about any medical condition, and make sure you understand your doctor's reasons and instructions.

To help the Alliance maintain accurate and current records by providing timely information regarding changes in address, family status, and other health care coverage.

To make and keep medical appointments and inform your doctor at least twenty-four (24) hours in advance when you need to cancel an appointment.

To use the emergency room only in case of an emergency or as directed by your doctor.

# Alliance Member Responsibilities and Rights

**As a member of Alameda Alliance for Health (Alliance), you have certain rights.**

## ALLIANCE MEMBERS HAVE THESE RIGHTS:

To receive information and advice about the Alliance, its programs, its doctors, the health care network, Advance Directive, and your rights and responsibilities.

To receive services and care without discrimination of race, color, ethnicity, national origin, religion, immigration status, age, disability, socioeconomic status, gender identity, or sexual orientation.

To be treated with respect at all times.

To keep your health information private, receive a copy, review and request changes to your health records.

To choose a doctor [Primary Care Provider (PCP)] within the Alliance's network and help make choices about your health care with your doctor. This includes the right to refuse treatment.

To talk freely with your doctors about treatment options for your health and help make choices about your health care with your doctor, this includes the right to refuse treatment.

To voice complaints (grievance) about the Alliance, its doctors, or the care we provide, or ask for a State Medi-Cal Fair Hearing.

To receive translation and interpreter services, and written information in other formats (audio, braille, large size print, etc.).

To access covered Federally Qualified Health Centers, American Indian Health Programs, sexually transmitted disease services, emergency services and family planning services outside the Alliance's network, Minor Consent Services, and specialty services (i.e., Durable Medical Equipment (DME)).

To leave the Alliance upon request at any time, subject to any restricted disenrollment period.

To continue to see your doctor if you are no longer covered by the Alliance under certain circumstances.

To be free from any form of restraint or rejection used as a means of pressure, discipline, convenience, or retaliation.

To use these rights freely without changing how you are treated by the Alliance, doctors, the health care network, or the State.

To access the Alliance Nurse Line, 24/7 at 1.888.433.1876.

To access telephone Triage or Screening 24/7 by calling your Primary Care Provider (PCP).

# Alliance Member Responsibilities and Rights

**As a member of Alameda Alliance for Health (Alliance) you also have the right to receive timely access to care.**

California Law requires the Alliance to provide timely access to care. This means there are limits on how long our members have to wait to receive health care appointments, and telephone advice. The Alliance will do our best to ensure that you are best cared for and treated in a timely manner.

## APPOINTMENT WAIT TIMES:

Health plan members have the right to appointments within the following time frames:

<b>EMERGENCY CARE</b>	<b>WAIT TIME</b>
Emergency Care (life-threatening)	Immediately, 24/7
Emergency Care (non-life-threatening)	Within 6 hours
<b>URGENT APPOINTMENTS</b>	<b>WAIT TIME</b>
For services that do not need prior approval	48 hours from request
For services that need prior approval	96 hours from request
<b>NON-URGENT APPOINTMENTS</b>	<b>WAIT TIME</b>
Primary care appointment	10 business days
Specialist appointment	15 business days
Appointment with a mental health care provider (who is not a physician)	10 business days
Appointment for ancillary services to diagnose or treat a health condition	15 business days



**Questions?** Call the Alliance Member Services

Monday – Friday, 8 am – 5 pm

Phone Number: 510.747.4567 • Toll-Free: 1.877.932.2738 • CRS/TTY: 711/1.800.735.2929

[www.alamedaalliance.org](http://www.alamedaalliance.org)

# Alliance Member Responsibilities and Rights

## WORDS TO KNOW

**Ancillary Services** – Health care services to support the work of a doctor. Services can be classified into three categories: diagnostic, therapeutic, and custodial. Services can include diagnostic laboratory and X-ray services, chiropractic services, and hospice care.

**Emergency** – The sudden start/onset of a medical condition or illness that is an immediate threat to the well-being of the patient. Conditions include but are not limited to chest pains, seizure or loss of consciousness, severe abdominal pain, sudden paralysis, uncontrolled bleeding, and active labor. If you have an emergency medical condition or psychiatric emergency, call 911 or go to the nearest hospital with an emergency room.

**Emergency Care** – An exam performed by a doctor (or other appropriate staff under the direction of a doctor as allowed by law) to find out if an emergency medical condition exists. Medically necessary services needed to make you clinically stable within the capabilities of the facility.

**Durable Medical Equipment (DME)** – Certain medically necessary equipment that is for repeated use, for medical purpose, and/or generally not useful for someone who is not ill or hurt.

**Expedited** – To speed up the review process.

**Grievance** – An official written or verbal complaint filed with your medical provider if you are not happy with the behavior or actions of your plan or its representative (e.g., poor customer service, when an appeal process extends past the written date, etc.).

**Life-threatening** – Fatal or lethal illness or condition, if not attended to immediately, the likelihood of death is high. Conditions include but are not limited to difficulty breathing, shortness of breath, electrocution, gunshot wound, stabbing, sudden fainting, and severe allergic reactions.

**Medical Interpreter/Translator** – Individual who can help communicate spoken or signed language between the patient and the healthcare provider. The interpreter does not add, omit or change meaning or offer an opinion.

**Medically Necessary** – Services that are reasonable and needed to protect life, to prevent illness or disability, or to relieve severe pain, through the diagnosis or treatment of disease, illness, or injury.

**Non-life-threatening** – Illness or injury that does not require immediate attention/help (e.g., common cold, broken fingers or toes).

**Non-Urgent Appointments** – Request if you would like to schedule a routine care, check-up, or periodic health examination with your primary care doctor or would like to set up an appointment with a diagnostic specialist.

**Nurse Line** – The Alliance Nurse Line is offered 24/7 to all members to help answer your health questions in regards to common illnesses and conditions, healthy lifestyle tips, health screenings and shots. The Nurse Line links you to a Registered Nurse who will discuss your health and wellbeing. The Registered Nurse will also help you decide what kind of care to seek, including: if your health problem can be treated at home, if you should see a doctor, or if you might need to get urgent or immediate care.

**Primary Care/Routine Care** – Medically necessary services that are not urgent and help keep you healthy, such as check-ups, Well Child visits, and services to keep you from getting sick. The goal of routine care is to prevent health problems.

**Triage Line** – The Alliance Triage line is offered 24/7 to all members to answer your health concerns and symptoms via communication, with a physician, registered nurse, or other qualified health professional to help determine the urgency of the member's need for care.

**Urgent Appointments** – Schedule if not condition or illness is attended to, could harm the patient's health in the future. Conditions include but are not limited to fever, ear/eye infection, minor cuts, broken bones, simple fractures).

**Urgent Care** – Medical care that is necessary to prevent serious deterioration of the health of a member, often resulting from an unforeseen illness, injury, or complication of an existing condition.